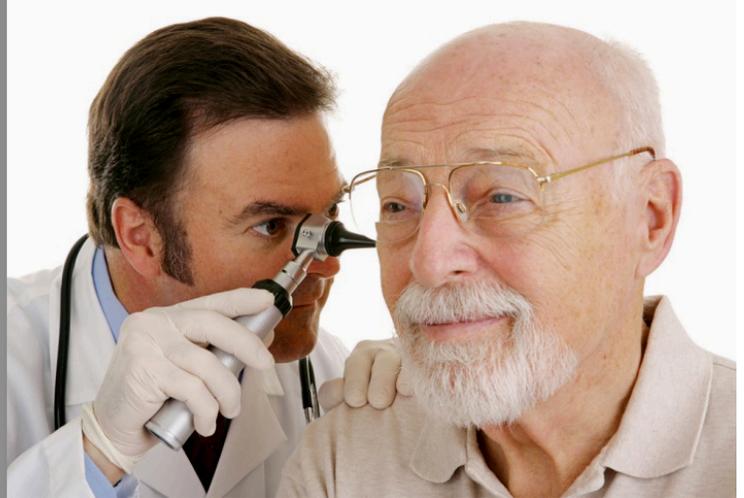


The Sertoma Speech & Hearing Center



THE HEARING-AID PROCESS IN FOUR EASY STEPS

These four steps will help you get your hearing aid at the Sertoma Speech & Hearing Center and save you time and effort.

Four easy steps to your hearing aid...

STEP 1

A comprehensive hearing examination completed within the last six months is necessary. A comprehensive-hearing examination takes about an hour.

STEP 2

You will need a signed medical-clearance form stating that you are medically fit for hearing aid use. Your physician can provide this form. The option of signing a medical waiver, however, may be given at the discretion of your audiologist.

STEP 3

A hearing-aid consultation is your next step. During this meeting, you'll discuss hearing-aid styles, functions, options, and prices with your audiologist. A hearing-aid model best suited to your needs will be recommend as well. You'll also try on a hearing aid so that you can hear what one is actually like. At the end of the consultation, molds of your ears are taken. Finally, a deposit for the hearing aid(s) is required at this time.

STEP 4

At Step 4, your audiologist will fit your hearing aid, review maintenance and care, and program-and-test your hearing aid(s) to ensure proper performance. At this time, the balance your hearing aid(s) is due (see *Paying for you hearing aid* on next page).

Paying for your hearing aid

Your insurance may pay for your hearing aid, but be sure to consult with your insurance plan before your hearing-aid consultation.

You may be eligible for scaled fees, which can reduce the cost of one conventional or entry-level digital hearing aid.

You should request and complete a scaled-fee application prior to scheduling your hearing-aid consultation. Our Board of Directors will review your application confidentially. Based on your circumstances, a reduction in fees may be granted.

Completing the process

You receive a 45-day trial period. During this time, your audiologist works closely with you to make sure that your hearing aid experience is successful.

If you return your aid(s) within the 45- day trial period, the fees charged are refunded excluding the cost of the professional services (the time spent with you during the trial period). In addition, any accessory items purchased — batteries, ear-mold impressions, etc. — are not refundable.

Generally, the first year of visits for care, instruction, and repairs are included in the cost of conventional and entry-level, digital hearing aids and are included for the first two years of other hearing aids.

Hearing evaluations and other services not related to new hearing aids are separate charges, not covered by warranty.

Hearing aids require annual maintenance. There is no charge for this service if your hearing aid is under warranty. If it is out of warranty, you will be charged for maintenance and any required repairs.

Remember, it takes time to adjust to hearing aids. Your motivation is the most important ingredient in becoming a successful user.

In every situation, you can count on your Sertoma Speech & Hearing Center audiologist to guide you through every step.

SERTOMA SPEECH & HEARING CENTER

Offices in Homewood, Palos Hills, and Romeoville, IL
For more information, please visit SERTOMACENTER.ORG.
Call 708-599-9500 to schedule an appointment.

